

ATTACHMENT 1
ANNUAL SERVICE AGREEMENT
STATEMENT OF OBJECTIVES (SOO)
FOR THE
AN/MSN-7, COMMUNICATION CENTRAL



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1.0 SYSTEM OVERVIEW. This Statement of Objectives (SOO) describes the Government's goal to procure depot logistics support resources and services for the Tower Restoral Vehicle. The Government will award an Annual Service Agreement (ASA) contract to support a total of eighteen (18) AN/MSN-7 systems (17 operational and 1 hot mock-up systems). The Contractor will handle and ship AN/MSN-7 support resources using best commercial practices. Specific areas of support are described in subsequent paragraphs.

2.0 CONTRACT OBJECTIVES. The Contractor will provide a detailed Statement of Work (SOW) describing how the Contractor intends to meet the requirements described in the SOO, and Technical Requirements Document (TRD). The objective of the tasks defined herein is to enhance successful AN/MSN-7 operation by providing AN/MSN-7 organizations quick access to technical support and replacement parts/efficient diagnostics/troubleshooting of malfunctioning equipment. The Contractor will provide on-site support and training at CONUS and overseas locations when requested. The ASA will include full repair and maintenance, for 5 years (one base year and four, one (1) year options). In the event that the incumbent contractor of this acquisition is not the successor to a follow-on effort, then the incumbent contractor will be required to cooperate with the successor during a transition period. The following is a list of the minimum logistics support tasks that the ASA Contractor will implement to support the AN/MSN-7 system.

2.1 Supply Support. The Government will provide the Contractor with GFP spares. This inventory listing is included as Attachment 1 of the TRD. The Contractor will maintain, and replenish the AN/MSN-7 system spares inventory at the Contractor's facility. The inventory will be used to provide a rapid response to requests for spare support from the field. As a result of the field data collected, the Government may choose to procure additional inventory items to complement or replenish the depot spares under CLIN 0002.

The Contractor will transport and track AN/MSN-7 equipment to and from Government designated facilities. A spare part request may be made by telephone, fax, electronic mail, or postal service. The Contractor will ship AN/MSN-7 equipment using three priorities (listed below) as directed by the Government. The Contractor will immediately notify the Government of an inability to meet a field request due to spare non-availability.

Mission Capability (MICAP) – Ship equipment not later than 24 hours from the date of requisition notice. MICAP action will be verbally coordinated with the Government.

PRIORITY – Ship equipment immediately after all MICAP equipment and not later than 48 hours from the date of requisition notice.

ROUTINE – Ship equipment not later than five days from the date of requisition notice.

In all cases the Government wants to be notified by e-mail when a spare is sent to or received from the field. Under certain circumstances, such as low spare inventory levels or USAF systems deployed in support of overseas contingencies, the Government may direct the Contractor to request permission to ship spare parts. (DI-MGMT-80368/T)

2.2 Technical Support. The User will be able to call in to a Contractor support line and report a problem and leave pertinent call back information 24 hours/day, 7 days/week. The Contractor will provide a response not later than during the next day on a 24 hours/day, 7 days/week basis.

2.3 Meetings. At the Government's request, the Contractor will host two Government meetings at the Contractor's facility (the Contractor will be required to draft the meeting minutes for each meeting). Also the contractor will attend two conferences at Tinker AFB, OK. This results in four meetings on an annual basis. (DI-ADMIN-81250A/T)

3.0 REPAIR CAPABILITY. The Contractor will provide a commercial repair facility to replace, test, repair and modify hardware/software. The Contractor will also provide a capability to analyze defective, failed, or damaged components received from the field. The Contractor will be responsible for any items in the repair cycle prior to the end of the contract.

3.1 Turnaround Repair Time. The Contractor will meet a 45-day turnaround time for repair.

3.2 Maintenance Tasks. The User will return failed Line Replaceable Units (LRUs) to the Contractor. Upon receipt of a failed field return, the Contractor will verify and duplicate failures. In addition the Contractor will provide Quality Control inspection of the internal LRU components for any possible damages, such as frayed wiring or loose hardware. The Contractor will notify the Government for possible condemnation of the equipment. Authorization by the Government will be required, prior to any repair action on an item where the estimated repair cost exceeds the 75% replacement cost.

4.0 RECORDS/REPORTS. The Contractor will compose and submit spreadsheets and monthly reports containing the following information for the period of the contract.

4.1 Monthly Status Report. The Contractor will provide the Government with a spreadsheet listing the AN/MSN-7 LRU Spares inventory and availability of the LRU in the inventory. (DI-MGMT-80368/T)

4.2 LRU Depot Summary Spreadsheet. The Contractor will e-mail a current summary of the Depot LRU status, with the number available, number in repair and estimate completion date. The Contractor will e-mail the status spreadsheet whenever parts are received from or shipped to the field. (DI-MGMT-80368/T)

5.0 SUSTAINMENT ENGINEERING SERVICES. The Contractor will perform sustainment engineering services when requested by the Government. Examples are addressed in the TRD. (DI-MGMT-80508/T)

5.1 Technical Data. The Contractor will retain and maintain, update, and review all technical information necessary to assure maintenance and support of the AN/MSN-7 equipment. The Contractor will maintain the 3 militarized technical manuals digitally using TM-86-01F/T as guidance. The Government will provide the 3 militarized manuals as GFI and in PDF format and in reproducible paper copy. The digital format will be in accordance with MIL-STD-38784. (TM-86-01F/T)

6.0 CONFIGURATION MANAGEMENT/DRAWING CONTROL. The Contractor will maintain AN/MSN-7 configuration management. When the Contractor recommends engineering changes (modifications, re-engineering, etc.) the Contractor will prepare and submit an Engineering Change Proposals (ECPs) package that includes at a minimum: engineering drawing changes, technical order changes, engineering studies/justification, and, if applicable, Time Compliance Technical Orders (TCTOs). The TCTOs will be prepared using the following as guidance: TM-86-01F/T, TO 00-5-1, AF Technical Order System; and TO 00-5-3, AF Technical Manual Acquisition Procedures. Costs for TCTOs package development must be included in the ECP cost. The current system baseline configuration is comprised of existing system technical orders and engineering drawings. Drawings will be maintained both in hard copy and digital drawing media. (DI-DRPR-81000/T) (DI-CMAN-80639B)

7.0 Training. At the Government's request the Contractor will provide training on-site or at the Contractor's facility using on-site equipment for a maximum of nine (9) students, for a period of four (4), eight-hour days. The Contractor will provide training sufficient to qualify Government personnel to set up/tear down, operate and maintain the AN/MSN-7 system. The Contractor will provide training materials to the trainees. The Government will provide at least 60 days notice prior to the first exercise of this training option. The Government will provide at least 20 days notice prior to requiring formal routine training. Training materials will be updated to reflect system configuration. (DI-ILSS-80872/T)